

Appeals Information Management System (AIMS) Portal User Guide

For Providers



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Introduction

The Department of Medical Assistance Services (DMAS) Appeals Information Management System, or AIMS, is designed to ensure provider appeals are processed timely per regulations governing Medicaid appeals. Toward this goal, DMAS has given providers online access to AIMS through the portal. This portal access enables providers and their authorized representatives to submit informal and formal provider appeals, track the status of appeals, upload documents, review appeal documents, and withdraw an appeal.

This guide provides instruction for using the AIMS portal for providers. It includes the following topics:

- Submit a Request for AIMS Portal Access
- Create Your User Profile
- AIMS Navigation
- Create a New Informal Appeal
- Create a New Formal Appeal
- AIMS Portal Queues
- Monitor your Queues
- Withdraw an Appeal
- Upload and Download Appeal Documents
- Account Maintenance

Submit a Request for AIMS Portal Access

To request access to the AIMS portal, complete the Provider Account Registration page on the DMAS website, using this link: <https://appeals-registration.dmas.virginia.gov/provider> This icon (®) indicates a required field – you must complete these fields before click the Request Account button.

This account request is for provider representatives that are authorized to view and provide assistance with appeals on behalf of the indicated providers(s). The DMAS Appeals Division confirms your request by email. If DMAS approves access to the AIMS portal, an account will be created for you, and you will receive separate emails with your user ID and temporary password. You can change your password once you log in.

VIRGINIA'S MEDICAID PROGRAM
DMAS
 INNOVATION • QUALITY • VALUE

In order to view information for appeals associated with a provider, the Department of Medical Assistance Services (DMAS) must confirm that you are affiliated with the provider and authorized to view all of the appeal information and documents. You must complete this form and submit it so that DMAS can review your request. Provide as much information as possible so that we can review your request. The review by DMAS may take 2-3 business days to complete. You will be notified by e-mail if your request is approved or denied. Please note that your appeal must be filed with DMAS by the deadline date. If your deadline is approaching and your account request has not been approved, make sure your appeal is filed by the deadline through mail (600 E. Broad Street, Attn: Appeals Division, Richmond, VA 23219), email (appeals@dmas.virginia.gov), or fax [(804) 452-5454]. Your appeal request is not deemed filed until it is received by the DMAS Appeals Division. If you have any questions about this process, you can contact the DMAS Appeals Division by phone at (804) 486-2865.

Representative's Information

*First Name

*Last Name

Who do you work for?

Are you a third party biller?
☐ Yes
☐ No

Select Provider(s) you would like to represent by entering their NPI below

*NPI

[Search & Add](#) [Remove Last](#)

*Email

*Confirm Email

Your Business Address

*Line 1

Line 2


*City

*State

*Zip

*Phone Number

☐ I attest that I work for the provider identified above and am authorized to participate in the appeals process on the provider's behalf. I understand that any attempt to gain access to protected health information or other data that I am not entitled to view will result in possible prosecution under the law.

☐ I'm not a robot 

[Request Account](#) [Cancel](#)

Note: An appeal is not considered filed until DMAS receives it. Therefore, you should request portal access in advance of the filing deadline. If you do not have portal access by the filing deadline date, you must file your appeal through one of the other methods (mail: 600 E. Broad Street, Attn: Appeals Division, Richmond, VA 23219, email: appeals@dmass.virginia.gov, fax: (804) 452-5454, or hand-delivery) by the deadline or the appeal request will be considered untimely.

If you or your organization submitted a portal access request and have not heard from DMAS within two – three business days, please contact 804-486-2865.

Navigate in the AIMS Portal

The AIMS portal allows online submission of informal and formal provider appeal requests and provides you with quick access to monitor appeals. You can move through the appeals process, upload documents, withdraw an appeal, and view existing documents on an appeal. You navigate the AIMS portal by clicking tabs and selecting records from lists called *queues*. To enter information, you type in text fields, use dropdown menus, and select buttons.



Information: AIMS is a dynamic system – as you enter information or make selections in the portal, the screen may change to show new fields or options.



Note: Some fields in the AIMS portal display a red "R" icon (🔴). This icon indicates a required field – you must complete these fields before saving or submitting a form or document.

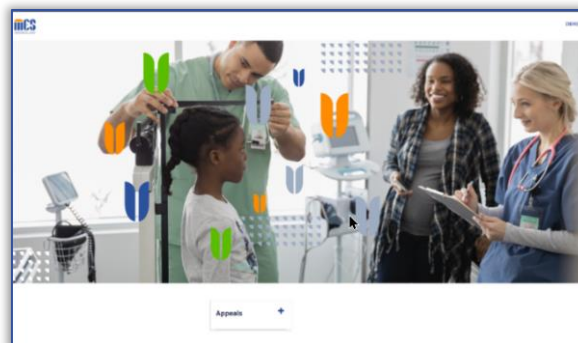
Log In

The AIMS portal is a secure web-based system meaning you can upload Public Health Information (PHI) and other confidential information. You will use a **username** and **password** to log in.

1. To log into the AIMS portal, click <https://login.vamedicaid.dmass.virginia.gov>
2. Enter your username in the **Username** field.
3. Enter your password in the **Password** field.
4. Click the **Sign-In** button.



5. On the **MES Dashboard**, click the **Appeals** tile to expand.



6. Click the **Appeals Information Management System (AIMS)** link.



Create Your User Profile

After initial login, AIMS directs you to the **Provider Representative** tab.



Note: You will need to complete all the required fields and save the entries to create your User Profile. The Name of Representative Firm will be completed for you if required. If you move away from this screen without saving, you can return by clicking the **My Profile** icon on your dashboard.

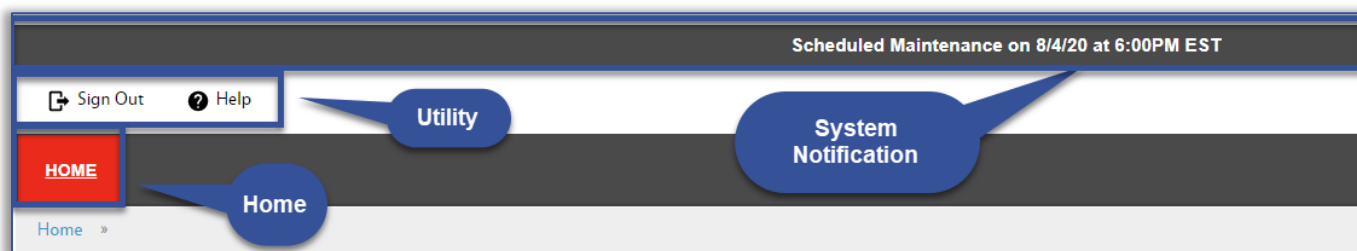
1. Complete all applicable and required (R) fields on the **Provider Representative** tab.

Representative First Name	<input type="text"/>	R
Representative Last Name	<input type="text"/>	R
Communication Preference	<input type="text" value="v"/>	R
Name of Representative Firm	3rd Party Billers, LLC 1111111111	
Address 1	<input type="text"/>	
Address 2	<input type="text"/>	
City	<input type="text"/>	
US State	<input type="text" value="v"/>	
Zip Code	<input type="text"/>	
Phone Number	<input type="text"/>	R
Is Mobile	<input type="radio"/> Yes <input type="radio"/> No	
Fax Number	<input type="text"/>	
Email Address	<input type="text" value=" "/>	R
<input type="button" value="Save"/>		

2. Click the **Save** button.
3. Select the **Home** button.

Dashboard and General Navigation

Once you log into the AIMS portal, your dashboard displays; this is your **Home** screen. Here you will find navigation bars and tabs, which remain available to you throughout the portal, including the **Home** tab, **Utility** bar, and **System Notifications** bar.

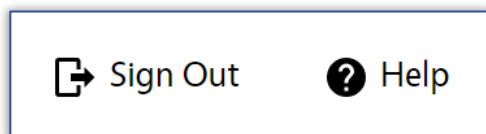


System Notifications Bar

The **System Notifications** bar appears at the top of your screen and displays notices regarding the system. The most common messages displayed here are notices of planned future outages.

Utility Bar

The **Utility** bar, located just below the **System Notifications** bar, is available throughout the AIMS portal. There are two (2) options on the **Utility** bar.



Sign Out	Sign Out is used for logging off of the AIMS portal.
Help	If clicked, the online Help popup will display where you can search for page-specific help and links to other resources.

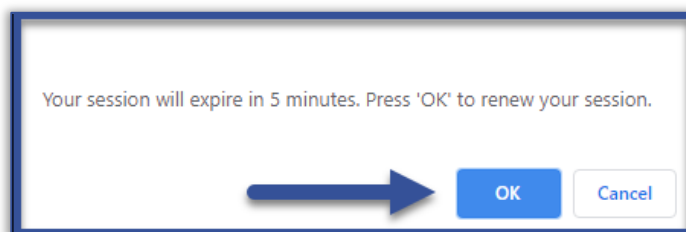
Home Tab

The **Home** tab is located just below the **Utility** bar. You can return to your dashboard from any screen in AIMS by clicking **Home**.

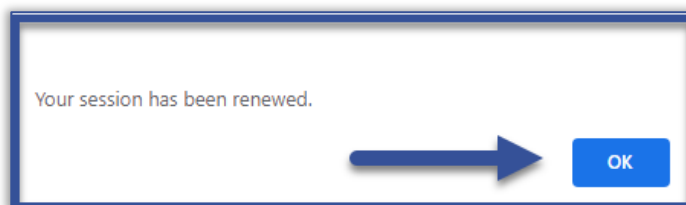
Security Timeout

For security purposes, your AIMS session will time out after 15 minutes of inactivity. If you are inactive for 10 minutes, a popup displays to advise you that your session will expire in 5 minutes.

1. To renew your session, click **OK**.

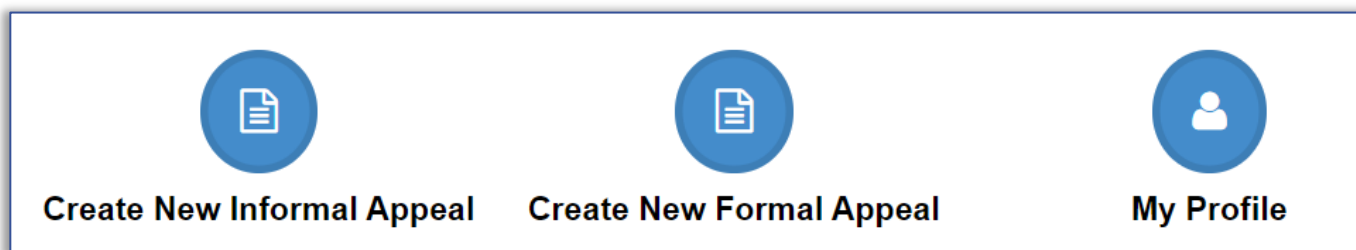


2. To confirm your session is renewed, click **OK**.



Dashboard Icons

You use the dashboard icons to submit new informal and formal provider appeals and update your user profile.

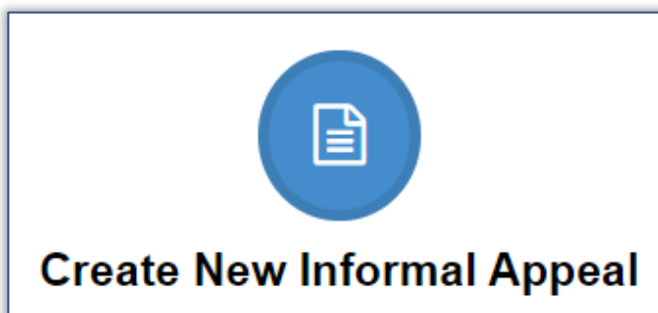


Create New Informal Appeal	Click this icon to create and submit a new informal provider appeal.
Create New Formal Appeal	Click this icon to create and submit a new formal provider appeal.
My Profile	Click this icon to update your profile.

Create New Informal Appeal

The informal appeal is the first step in the appeals process. To create and submit a new informal appeal, click the **Create New Informal Appeal** icon on your dashboard.

1. Select the **Create New Informal Appeal** icon.



2. On the **Create an Informal Appeal** form, select the magnifying glass to the right of **Provider**.

Issue Description

Provider

Appeal Type

Appeal Sub-Type

Appeal Sub Type 2

3. In the text entry field, enter the **Provider**.

Provider










3rd

Provider Agency | NPI Number

3rd Party Billers, LLC | 111111111

4. Select the **Provider** from the list.
5. Select the Type from the **Appeal Type** dropdown.

6. Select the Sub-Type from the **Appeal Sub-Type** dropdown.

Provider	3rd Party Billers, LLC 1111111111   
Appeal Type	Anthem HealthKeepers  
Appeal Sub Type	Audit  
Appeal Sub Type 2	Hospital 
Identify the issues, adjustments, or items that you are appealing. 	



Information: Your selection of the **Appeal Type** determines the available **Appeal Sub Type** options as indicated in the table below.

Appeal Type	Appeal Sub Type	Appeal Sub Type 2	
Aetna Better Health	Attorneys' Fees		
	Audit	<ul style="list-style-type: none"> Behavioral Health CCC+ Waiver DD Waiver DME Dental Hospice 	<ul style="list-style-type: none"> Hospital Laboratory Other Pharmacy Physician/Practitioner Transportation
	Claim	<ul style="list-style-type: none"> CCC + 	<ul style="list-style-type: none"> Medallion
	Service Authorization	<ul style="list-style-type: none"> CCC + 	<ul style="list-style-type: none"> Medallion
Anthem Healthkeepers	Attorneys' Fees		
	Audit	<ul style="list-style-type: none"> Behavioral Health CCC+ Waiver DD Waiver DME Dental Hospice 	<ul style="list-style-type: none"> Hospital Laboratory Other Pharmacy Physician/Practitioner Transportation
	Claim	<ul style="list-style-type: none"> CCC + 	<ul style="list-style-type: none"> Medallion
	Service Authorization	<ul style="list-style-type: none"> CCC + 	<ul style="list-style-type: none"> Medallion
CGI	Attorneys' Fees		
	Electronic Health Records		
DBHDS-P	Attorneys' Fees		
	Audit		
	Service Authorization		

Appeal Type	Appeal Sub Type	Appeal Sub Type 2	
DMAS	Audits	<ul style="list-style-type: none"> Attorneys' Fees Behavioral Health CCC+ Waiver DD Waiver DME Dental Hospice 	<ul style="list-style-type: none"> Hospital Laboratory Other Pharmacy Physician/Practitioner Transportation
	Claims	<ul style="list-style-type: none"> Attorneys' Fees CSU 	<ul style="list-style-type: none"> Claim Check EAPG
	Enrollment	<ul style="list-style-type: none"> Attorneys' Fees Denied Enrollment 	<ul style="list-style-type: none"> Disenrolled
	Payment Suspension	<ul style="list-style-type: none"> Attorneys' Fees 	
	Service Authorization	<ul style="list-style-type: none"> Attorneys' Fees DMAS EPSDT 	<ul style="list-style-type: none"> DMAS Medical Support
DentaQuest	Attorneys' Fees		
	Audit		
	Claim		
	Enrollment		
	Service Authorization		
HMS	Audit	<ul style="list-style-type: none"> Attorneys' Fees DRG 	<ul style="list-style-type: none"> Behavioral Health
KEPRO-P	Attorneys' Fees		
	Service Authorization		
MSLC	Attorneys' Fees		
	Audit	<ul style="list-style-type: none"> Behavioral Health CCC+ Waiver Cost Settlement DD Waiver DME Dental Electronic Health Records 	<ul style="list-style-type: none"> Hospice Hospital Laboratory Other Personal Funds Account Pharmacy Physician/Practitioner Transportation
Magellan Behavioral Health	Attorneys' Fees		
	Audit		
	Claim		
	Enrollment		
	Service Authorization		

Appeal Type	Appeal Sub Type	Appeal Sub Type 2	
Magellan Complete Care	Attorneys' Fees		
	Audit	<ul style="list-style-type: none"> Behavioral Health CCC+ Waiver DD Waiver DME Dental Hospice 	<ul style="list-style-type: none"> Hospital Laboratory Other Pharmacy Physician/Practitioner Transportation
	Claim	<ul style="list-style-type: none"> CCC+ 	<ul style="list-style-type: none"> Medallion
	Service Authorization	<ul style="list-style-type: none"> CCC+ 	<ul style="list-style-type: none"> Medallion
Optima Family Care	Attorneys' Fees		
	Audit	<ul style="list-style-type: none"> Behavioral Health CCC + Waiver DD Waiver DME Dental Hospice 	<ul style="list-style-type: none"> Hospital Laboratory Other Pharmacy Physician/Practitioner Transportation
	Claim	<ul style="list-style-type: none"> CCC + 	<ul style="list-style-type: none"> Medallion
	Service Authorization	<ul style="list-style-type: none"> CCC + 	<ul style="list-style-type: none"> Medallion
United Healthcare	Attorneys' Fees		
	Audit	<ul style="list-style-type: none"> Behavioral Health CCC + Waiver DD Waiver DME Dental Hospice 	<ul style="list-style-type: none"> Hospital Laboratory Other Pharmacy Physician/Practitioner Transportation
	Claim	<ul style="list-style-type: none"> CCC + 	<ul style="list-style-type: none"> Medallion
	Service Authorization	<ul style="list-style-type: none"> CCC + 	<ul style="list-style-type: none"> Medallion
Virginia Premier	Attorneys' Fees		
	Audit	<ul style="list-style-type: none"> Behavioral Health CCC + Waiver DD Waiver DME Dental Hospice 	<ul style="list-style-type: none"> Hospital Laboratory Other Pharmacy Physician/Practitioner Transportation
	Claim	<ul style="list-style-type: none"> CCC + 	<ul style="list-style-type: none"> Medallion
	Service Authorization	<ul style="list-style-type: none"> CCC + 	<ul style="list-style-type: none"> Medallion



Note: Complete all applicable and required (R) fields.

- If you select Service Authorization or Claim as the Appeal Sub Type, complete the Service Authorization And Claim Issues sections.

Service Authorization And Claim Issues

Member's First Name

R

Member's Last Name

R

Member's Medicaid ID:

R

Dates of Service

R

If there is more than one Date of Service, please list all dates in MM/DD/YY format, separated by commas or add a Service Date Range.

Claim Number or ICN:

8. In the **Supporting Documentation** section, click the **Drop files here to upload** and select a document from your local directory

Supporting Documentation

Please include any supporting documents you would like reviewed along with your appeal.

Drop files here to upload



Upload the Final Overpayment Letter

Browse

Submit

9. Then, click the Upload button to attach to your appeal. If you select the wrong document, remove all documents by selecting the Remove button.



Note: If the appeal is for an overpayment, select the **Browse** button and attach the final overpayment letter to the appeal. The accepted file types for **Upload** include DOC, DOCX, PDF, JPG, PNG, GIF, and BMP.

10. Click the **Submit** button.



Note: You can track the progress of your appeal request in the AIMS portal by locating the appeal in the *Open Informal Cases Queue*.

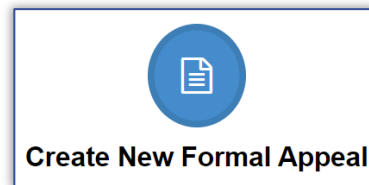
Create New Formal Appeal

If you disagree with an informal appeal decision, you can submit a formal appeal. A formal appeal can only be filed after an informal appeal decision is issued. Click the **Create New Formal Appeal** icon on your dashboard to submit a formal provider appeal.

If you do not have the form for submitting a formal appeal, the DMAS Appeals Division has a Provider Appeal Request Form on the website at <https://www.dmas.virginia.gov/#/appealsresources> You can also submit a document outlining what you are appealing and why you are appealing.

Follow these steps to submit a formal provider appeal.

1. Select the **Create New Formal Appeal** icon, and the **Formal Appeal Request** page opens.



2. Click the **Browse** button and locate the document (Formal Appeal Request form or letter) you wish to upload.

A screenshot of a web form titled "Appeal Request Document". It features a light green rectangular input field. To the right of the field is a blue "Browse" button, which is highlighted with a blue border and a blue arrow pointing to it from the right. Below the input field is a large white area. At the bottom center of this area is a blue "Save" button, also highlighted with a blue border and a blue arrow pointing to it from the right. A small red circle with a white "R" is located in the top right corner of the form.

Information: Verify that the **Informal Appeal Number** is on the Formal Appeal Request form or letter.



Note: The accepted file types for **Upload** include DOC, DOCX, PDF, JPG, PNG, GIF, and BMP.

3. Click the **Save** button.



Note: You can track the progress of your appeal request in the AIMS portal by locating the appeal in the *Open Formal Cases Queue*.

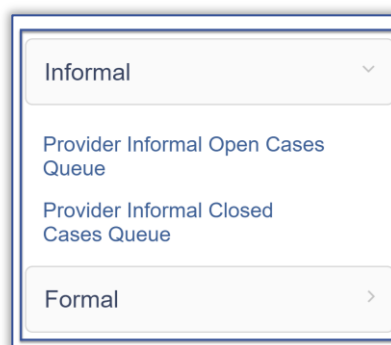
AIMS Portal Queues

Your queues display on your dashboard in two sections: **Informal** and **Formal**. The Informal queues include *Provider Informal Open Cases Queue* and *Provider Informal Closed Cases Queue*. The Formal queues include *Provider Formal Open Cases Queue* and *Provider Formal Closed Cases Queue*.

Access Your Queues

Follow these steps to access a queue.

1. Click the **Formal** or **Informal** appeal type to expand your queue groupings.



2. Click on the name of the queue you want to view.
3. The selected **queue** displays on your dashboard.

Show	10	▼	entries							
Appeal Number	Filed Date	Status	Informal Appeals Agent	Case Summary Due Date	Decision Due Date	Informal Conference Date	Representative	Member		
P-000004484	07/10/2020	Scheduled	Oliver Officer (o.officer)		01/06/2021	02/03/2021 12:47 pm	Dew John	Rachel Ray		
P-000005458	08/21/2020	Decision	Oliver Officer (o.officer)	01/17/2021	02/17/2021		James Bond	Qua Dafook		

Manage Your Queues

Each queue displays appeals with a similar type and status. The tables below describe each of these queues.

Provider Informal Open Cases Queue

This queue displays provider informal appeals in an "Open" status.

Provider Informal Open Cases Queue

Show 10 entries

Appeal Number	Filed Date	Status	Informal Appeals Agent	Case Summary Due Date	Decision Due Date	Informal Conference Date	Representative	Member
P-000004484	07/10/2020	Scheduled	Oliver Officer (o.officer)		01/06/2021	02/03/2021 12:47 pm	Dew John	Rachel Ray
P-000005458	08/21/2020	Decision	Oliver Officer (o.officer)	01/17/2021	02/17/2021		James Bond	Qua Dafook

The appeal information displays (if available) under each of the following column headers:

- Appeal Number
- Filed Date
- Status
- Informal Appeals Agent
- Case Summary Due Date
- Decision Due Date
- Informal Conference Date
- Representative
- Member

Provider Informal Closed Cases Queue

This queue lists provider informal appeals in a "Closed" status.

Provider Informal Closed Cases Queue

Show10▼entries

Q

↺

⋮

Appeal Number	Filed Date	Status	Informal Appeals Agent	Decision Date	Decision Outcome	Representative	Member
P-000007432	01/20/2021	Closed	Judge Judy	01/25/2021	Withdrawn	James Bond	
P-000007691	02/05/2021	Closed	Judge Judy	02/18/2021	Resolved	James Bond	

The appeal information displays (if available) under each of the following column headers:

- Appeal Number
- Filed Date
- Status
- Informal Appeals Agent
- Decision Date
- Decision Outcome
- Representative
- Member

Provider Formal Open Cases Queue

This queue displays provider formal appeals in an "Open" status.

Provider Formal Open Cases Queue					
Show	10	entries			
Appeal Number	Filed Date	Supreme Court Hearing Officer	Recommended Decision Due Date	Representative	Member
P-000005397	10/16/2020	Judge Judy	02/12/2021	Dew John	
P-000007017	02/02/2021	Judge Judy	06/02/2021	Bob Blob	Alicia Client

The appeal information displays (if available) under each of the following column headers:

- Appeal Number
- Filed Date
- Supreme Court Hearing Officer
- Recommended Decision Due Date
- Representative
- Member

Provider Formal Closed Cases Queue

This queue lists provider formal appeals in "Closed" status.

Provider Formal Closed Cases Queue					
Show	10	entries			
Appeal Number	Filed Date	Supreme Court Hearing Officer	Final Agency Decision Date	Representative	Member
P-000005342	08/20/2020	Judge Judy	03/09/2021	Dew John	Benny Jerry
P-000005261	08/04/2020	Judge Judy	08/03/2021	James Bond	

The appeal information displays (if available) under each of the following column headers:

- Appeal Number
- Filed Date
- Supreme Court Hearing Officer
- Final Agency Decision Date
- Representative
- Member

Sort Your Queue

There are several ways to display queue lists to make it easier to find what you need.


Click a **Column Heading** to sort the column in descending or ascending order.

Appeal Number	Filed Date	Status
P-000006804	02/03/2020	Decision
P-000005463	08/24/2020	Decision
P-000005287	08/04/2020	Decision

Search Your Queue

If your queue displays multiple pages of results, another way to quickly find what you need is the search feature.

1. Type your search term(s) directly into the **Search** bar and press the **Enter** key on your keyboard.




Information: A queue is searchable by one criterion or a combination of criteria displayed under each column heading. For example, you can search by Name (first or last), Status, Hearing Date, or Appeal Number.

2. Search results display on your dashboard. To remove a term from the **Search** bar, click the "X" on the term.

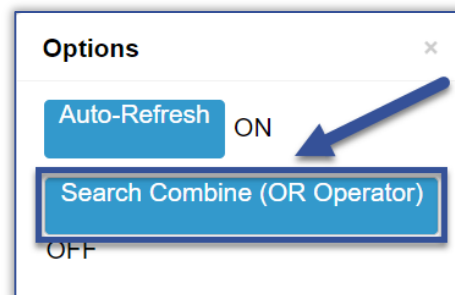


Advanced Search

The search bar can combine search criteria in two ways. By default, your searches show appeals that contain ANY of the criteria you enter. You can turn that off and return only appeals that only contain ALL of your search criteria.

1. To change the search mode, click the **Ellipsis**  button.

- Click the **Search Combine (OR Operator)** button—the button displays in the "OFF" position.





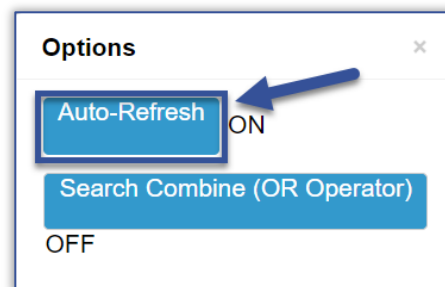
Information: Buttons that display when you click the Ellipsis are toggles. To switch between the "ON" to "OFF" position, just click the button again.

- If the **Search Combine (OR Operator)** is enabled or "ON," the search returns results that match one *OR* more terms entered.
- If the **Search Combine (OR Operator)** is disabled or "OFF," the search returns results that match *ALL* terms, further narrowing your search.

Refresh Your Queues

The AIMS portal refreshes queues automatically. You may also refresh your queues on demand by setting the refresh function to "ON" and "OFF."

- To refresh your queue, click the **Refresh**  button.
- To turn "OFF" the automatic refresh function, click the **Ellipsis**  button.
- Click the **Auto-Refresh** button.



View an Appeal

After you locate the appeal to review, select that record from the queue. The information available to you varies based on appeal status.

To select a record, click anywhere in that record's row.

Provider Informal Open Cases Queue

Show 10 entries

Appeal Number	Filed Date	Status	Informal Appeals Agent	Case Summary Due Date	Decision Due Date	Informal Conference Date	Representative	Member
P-000004484	07/10/2020	Scheduled	Oliver Officer (o.officer)		01/06/2021	02/03/2021 12:47 pm	Dew John	Rachel Ray
P-000005458	08/21/2020	Decision	Oliver Officer (o.officer)	01/17/2021	02/17/2021		James Bond	Qua Dafook



Information: When you select an appeal from the queue list, the screen refreshes, and the **Appeal** screen displays. The sections that display on the **Appeal** screen vary based on the appeal status. See the following sections for more information on the **Appeal** screen.

Monitor Your Queues

Provider Informal Open Cases Queue

You can upload documents, withdraw an appeal, and view existing documents on your informal provider appeals with an "Open" status in the *Provider Informal Open Cases Queue*.

Follow these steps to access this queue.

1. From the **Informal** section, select the **Provider Informal Open Cases Queue**.

Informal

Provider Informal Open Cases Queue
 Provider Informal Closed Cases Queue

- The **Provider Informal Open Cases Queue** displays on your dashboard. To view the record, click anywhere in that record's row.

Show	10	entries								
Appeal Number	Filed Date	Status	Informal Appeals Agent	Case Summary Due Date	Decision Due Date	Informal Conference Date	Representative	Member		
P-000004484	07/10/2020	Scheduled	Oliver Officer (o.officer)		01/06/2021	02/03/2021 12:47 pm	Dew John	Rachel Ray		
P-000005458	08/21/2020	Decision	Oliver Officer (o.officer)	01/17/2021	02/17/2021		James Bond	Qua Dafook		

- The screen will refresh, displaying the **Appeal** screen. The **Appeal** screen divides open appeals into three (3) sections.



Information: Each of the three (3) sections on the **Appeal** screen enables you to perform a different task.

Drop files here to upload

Select Type: ---SELECT FILE TYPE---

Accepted file types for upload are DOC, DOCX, PDF, JPG, PNG, GIF, and BMP. If the file you want to upload is not accepted, contact DMAS Appeals at 804-371-8488.

Appeal Actions

Withdraw

Existing Documents

Document Created Date	Document Name	Category	Type
12/17/2020	Provider - 040 - Provider Acknowledgement Letter-English.pdf	Letters/Notifications	Provider Agency Notification of the Appeal
12/17/2020	Provider - Provider Notification of the Appeal-English.pdf	Letters/Notifications	Provider Agency Notification of the Appeal
12/17/2020	Provider - IFFC Phone Letter-English.pdf	Letters/Notifications	IFFC Phone

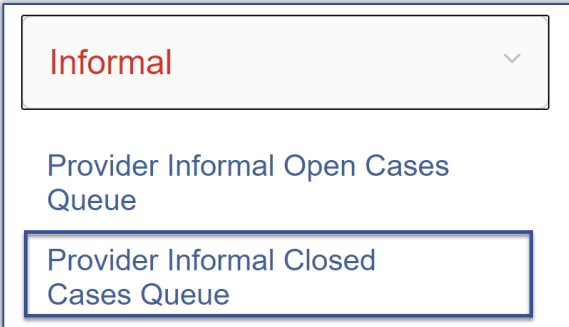
- Use the **Drop files here to upload** section to upload case documents.
- Withdraw an appeal in the **Appeal Actions** section.
- Download documents from the **Existing Documents** section.

Provider Informal Closed Cases Queue

You can view documents, and other information for your informal provider appeals with a "Closed" status in the *Provider Informal Closed Cases Queue*.

Follow these steps to access this queue.

1. From the **Informal** section, select the **Provider Informal Closed Cases Queue**.



2. The **Provider Informal Closed Cases Queue** displays on your dashboard. To view the record, click anywhere in that record's row.

Provider Informal Closed Cases Queue

Show 10 entries

Appeal Number	Filed Date	Status	Informal Appeals Agent	Decision Date	Decision Outcome	Representative	Member
P-000007432	01/20/2021	Closed	Judge Judy	01/25/2021	Withdrawn	James Bond	
P-000007691	02/05/2021	Closed	Judge Judy	02/18/2021	Resolved	James Bond	

3. The screen will refresh, displaying the **Appeal** screen. This screen only contains the **Existing Documents** section.

Existing Documents	
Document Created Date	Document Name
12/03/2020	Provider - Generate Premature Provider Appeal Letter - Enrollment-English.pdf



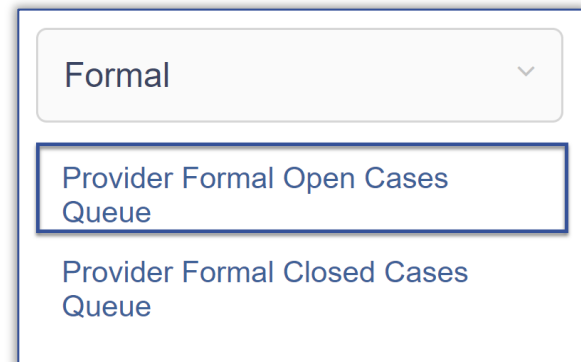
Note: If needed, use your window scroll bar to view the entire list of available, existing documents.

Provider Formal Open Cases Queue

You can upload documents, withdraw an appeal, and view existing documents on your formal provider appeals with an "Open" status in the *Provider Formal Open Cases Queue*.

Follow these steps to access this queue.

1. From the **Formal** section, select the **Provider Formal Open Cases Queue**.



2. The **Provider Formal Open Cases Queue** displays on your dashboard. To view the record, click anywhere in that record's row.

Show	10	entries					Q	↺	⋮
Appeal Number	Filed Date	Supreme Court Hearing Officer	Recommended Decision Due Date	Representative	Member				
P-000005397	10/16/2020	Judge Judy	02/12/2021	Dew John					
P-000007017	02/02/2021	Judge Judy	06/02/2021	Bob Blob	Alicia Client				

3. The screen will refresh, displaying the **Appeal** screen. The **Appeal** screen divides open appeals into three (3) sections.



Information: Each of the three (3) sections on the **Appeal** screen enables you to perform a different task.

The screenshot shows the 'Appeal' screen with a 'Home' breadcrumb. The main area is divided into three sections:

- Upload Section:** Contains a large box with the text 'Drop files here to upload'. Below it is a 'Select Type:' dropdown menu with the text '---SELECT FILE TYPE---'. A note states: 'Accepted file types for upload are DOC, DOCX, PDF, JPG, PNG, GIF, and BMP. If the file you want to upload is not accepted, contact DMAS Appeals at 804-371-8488.'
- Appeal Actions Section:** A blue header bar with a 'Withdraw' button below it.
- Existing Documents Section:** A blue header bar above a table with columns: 'Document Created Date', 'Document Name', 'Category', and 'Type'.

- Use the **Drop files here to upload** section to upload case documents.
- Withdraw an appeal in the **Appeal Actions** section.
- Download documents from the **Existing Documents** section.

Provider Formal Closed Cases Queue

You can view documents, and other information for your formal provider appeals with a "Closed" status in the *Provider Formal Closed Cases Queue*.

Follow these steps to access this queue.

1. From the **Formal** section, select the **Provider Formal Closed Cases Queue**.

The screenshot shows a dropdown menu with 'Formal' selected. Below the dropdown, two options are listed: 'Provider Formal Open Cases Queue' and 'Provider Formal Closed Cases Queue'. The 'Provider Formal Closed Cases Queue' option is highlighted with a blue border.

2. The **Provider Formal Closed Cases Queue** displays on your dashboard. To view the record, click anywhere in that record's row.

- The screen will refresh, displaying the **Appeal** screen. This screen only contains the **Existing Documents** section.

Existing Documents	
Document Created Date	Document Name
10/12/2020	Provider - Exceptions Letter-English.pdf
10/15/2020	Provider - Provider Hearing Letter-English.pdf
10/15/2020	Provider - Provider Hearing Letter-English.pdf
10/15/2020	Provider - Provider Prehearing Phone Conference Letter-English.pdf
10/27/2020	Provider - Provider Hearing Letter - Virtual-English.pdf
10/28/2020	Provider - Exceptions Letter-English.pdf



Note: If needed, use your window scroll bar to view the entire list of available, existing documents.

Withdraw Your Appeal

You can withdraw an open appeal at any time from the *Provider Informal Open Cases Queue* or *Provider Formal Open Cases Queue*.

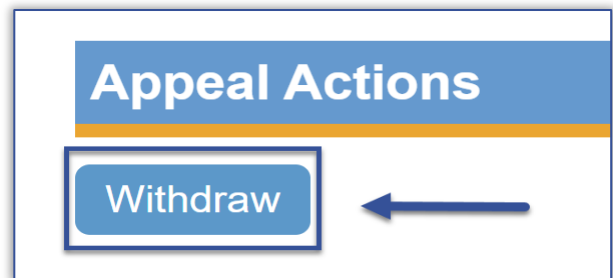
- Select the **Provider Informal Open Cases Queue** or **Provider Formal Open Cases Queue** to locate an appeal you want to withdraw.
- To view a record, click anywhere in that record's row.

Provider Formal Open Cases Queue

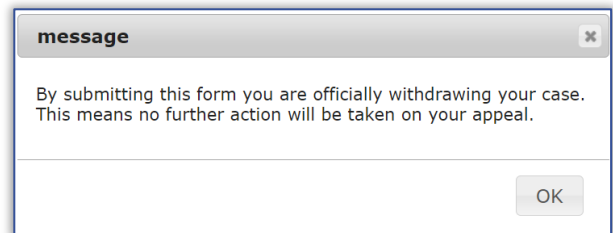
Show 10 entries

Appeal Number	Filed Date	Supreme Court Hearing Officer	Recommended Decision Due Date	Representative	Member
P-000005343	08/05/2020			Dew John	AR test
P-000005371	08/19/2020	Tester10 Clinton	02/04/2021	Dew John	Alex Martinez

3. In the **Appeals Action** section, click the **Withdraw** button.



4. Click **OK** to confirm the withdrawal. Click the "X" to cancel the action.



5. The page refreshes, and the **Upload a Document** and **Appeal Actions** sections no longer display on the **Appeals** screen. Click **Home** to return to your dashboard.



Note: The appeal is now closed, and no further action can be taken. You can locate the appeal in the *Provider Informal Closed Cases Queue* or *Provider Formal Closed Cases Queue*.

Upload and Download Documents

You can upload documents in the *Provider Informal Open Cases Queue* and *Provider Formal Open Cases Queue* during the appeal process (within the regulations and set forth by the Informal Appeals Agent or the Hearing Officer). You can download documents associated with an appeal in the *Provider Informal Closed Cases Queue* and *Provider Formal Closed Cases Queue*.



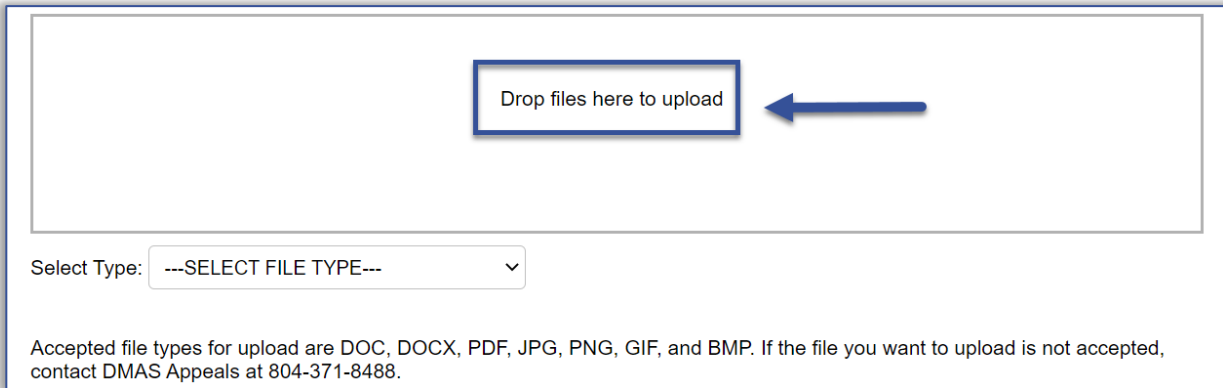
Note: The upload feature is not available for the *Provider Informal Closed Cases Queue* and the *Provider Formal Closed Cases Queue*.

Upload Documents

You can upload documents such as a medical records in the **Drop files here to upload** section at the top of the **Appeal** screen.

Follow these steps to upload documents.

1. Click the **Drop files here to upload** button.



The screenshot shows a large rectangular area with a light gray background. Inside this area, there is a smaller box with the text "Drop files here to upload". A blue arrow points from the right towards this box. Below the main area, there is a "Select Type:" label followed by a dropdown menu showing "---SELECT FILE TYPE---". At the bottom, a small text note states: "Accepted file types for upload are DOC, DOCX, PDF, JPG, PNG, GIF, and BMP. If the file you want to upload is not accepted, contact DMAS Appeals at 804-371-8488."

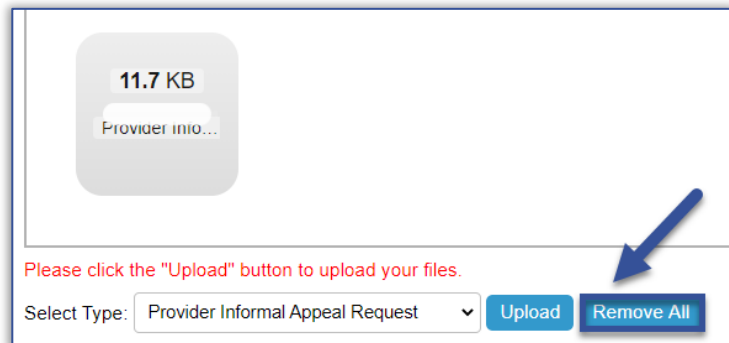
2. Select a document from your local directory. The AIMS portal captures the file name and the file type.



Note: The accepted file types for **Upload** include DOC, DOCX, PDF, JPG, PNG, GIF, and BMP.

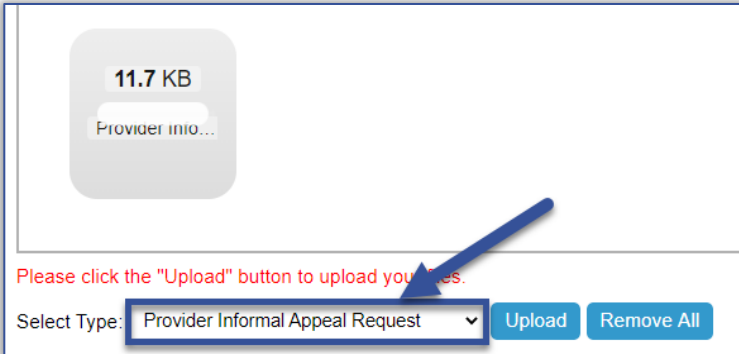
If the file you want to upload is not accepted, contact the DMAS Appeals Division at 804-486-2865.

3. Confirm the document selected is correct. Click the **Remove All** button to replace the document if the selected one is incorrect.



The screenshot shows the file upload area with a selected file represented by a gray box containing the text "11.7 KB" and "Provider info...". Below this, a red text prompt says "Please click the 'Upload' button to upload your files." At the bottom, there is a "Select Type:" label with a dropdown menu showing "Provider Informal Appeal Request". To the right of the dropdown are two buttons: "Upload" and "Remove All". A blue arrow points from the right towards the "Remove All" button.

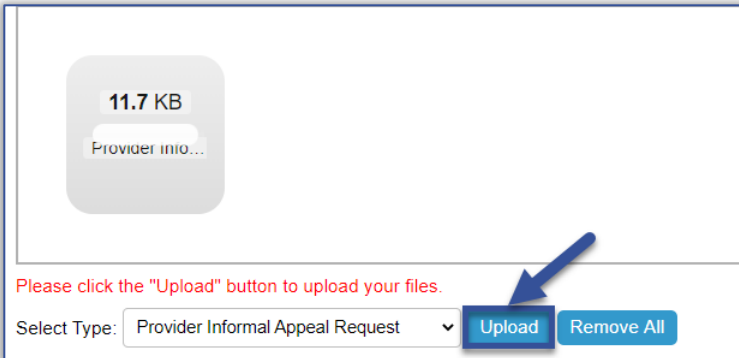
4. Select a file type from the **Select Type** dropdown.




Information: Here is the list of options in the **Select File Type** dropdown.

- Provider eFiler Submitted
- Provider Submission
- Notice of Action
- Other
- Provider Formal Appeal Request
- Provider Informal Appeal Request
- Authorized Representative Document

5. Then, click the **Upload** button.



6. The document now displays in the **Existing Documents** section.

Download Documents

The **Existing Documents** section displays the **Document Created Date**, **Document Name**, **Category**, and **Type** for each document. You can download existing documents from this section on the **Appeal** screen.

Follow these steps to download documents.

1. In the **Existing Documents** section, click the **Document Name Link** you wish to download.

Existing Documents			
Document Created Date	Document Name	Category	Type
09/17/2020	Provider - Unrepresented Corporation Letter - Provider-English.pdf	Letters/Notifications	Unrepresented Corporation Letter
09/17/2020	Provider - Provider Prehearing Phone Conference Letter-English.pdf	Letters/Notifications	Provider Prehearing Phone Conference Letter
09/17/2020	Provider - Provider Hearing Letter-English.pdf	Letters/Notifications	Provider - Formal Hearing
09/17/2020	Provider - Generate Final Decision - Provider Formal-English.pdf	Decisions	Final Decision



Note: If the document does not open automatically, click the **document icon** at the bottom of your browser window.

2. The document displays in a separate tab or Adobe Acrobat Reader.



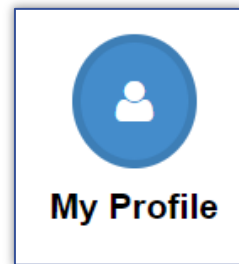
Note: Documents display in PDF file format, which includes text formatting and images. You can download and save the document to your computer and/or print a copy as needed.

Account Maintenance

Update My Profile

Under **My Profile**, you can update your account information and contact details.

1. Select the **My Profile** icon from your dashboard.



2. The **Provider Representative** page opens. Update the information as appropriate.

Remember to complete all required (R) fields before selecting **Save**.

Representative First Name	<input type="text"/>	(R)
Representative Last Name	<input type="text"/>	(R)
Communication Preference	<input type="text" value="v"/>	(R)
Name of Representative Firm	3rd Party Billers, LLC 1111111111	
Address 1	<input type="text"/>	
Address 2	<input type="text"/>	
City	<input type="text"/>	
US State	<input type="text" value="v"/>	
Zip Code	<input type="text"/>	
Phone Number	<input type="text"/>	(R)
Is Mobile	<input type="radio"/> Yes <input type="radio"/> No	
Fax Number	<input type="text"/>	
Email Address	<input type="text" value=" "/>	(R)
<input type="button" value="Save"/>		

3. Click **Save** when you are finished.

Need Support?

If you have questions about the AIMS portal or need support, please contact 804-486-2865.